

LEVEL UP Indiana

Employment Specialist Initiative

Resource Guide for Employment Specialists

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The purpose of this Resource Guide is to provide information that will make remote service delivery easier for employment specialists and the individuals they work with. This guide also includes contact information for those individuals who need additional resources to support their mental health needs.

The Level Up Indiana: Employment Specialist Initiative Resource Guide was created by Public Consulting Group with funding from IN Vocational Rehabilitation.

Basic Resource and Crisis Support

Use the following resources to help participants meet basic needs.

Resource	Description	Contact
Be Well Crisis Helpline	Free and confidential counseling 24/7 about stress, anxiety, loneliness, or mental health strains due to COVID-19.	Call: 211 Enter Your Zip Code and Press: 3
Indiana 211	Connects individuals to local resources and services for food, housing, utility bill support and more.	Call: <u>211</u> Text: Your Zip Code to <u>898-211</u>
Crisis Text Line	Free, 24/7 support from a trained crisis counselor.	Text HOME to <u>741741</u>
Indiana State Department of Health	COVID-19 Medical Call Center Call with questions or concerns.	<u>(877) 826-0011</u>
National Domestic Violence Hotline	Help for if you or someone you know is experiencing violence.	Call: <u>(800) 799-7233</u> TTY: <u>(800) 787-3224</u> Text LOVEIS to <u>22522</u>
National Addiction & Recovery Helpline	Free, confidential treatment referral and info for individuals and families.	<u>800-662-HELP (4357)</u> TTY: <u>800-487-4889</u>
The Disaster Distress Helpline 24/7	Immediate crisis counseling for stress, anxiety, depression and more.	English <u>(800) 985-5990</u> TTY: <u>(800) 846-8517</u> Text TalkWithUS to <u>66746</u> Spanish <u>(800) 985-5990</u> (Llama y prensa "2") Texto Hablanos to <u>66746</u>
Suicide Prevention Lifeline	Confidential, 24/7 support for those experiencing emotional distress or considering hurting themselves.	<u>(800) 273-TALK(8255)</u> TTY: <u>(800) 799-4889</u>
Veteran's Crisis Line	Confidential, 24/7 support for veterans experiencing emotional distress or considering hurting themselves.	<u>(800) 273-TALK(8255)</u> TTY: <u>(800) 799-4889</u>

Discounted Internet Access

If a participant needs assistance accessing the internet, explore the following programs for discounted service.

Provider	Program	Who Qualifies
Altice Optimum & Suddenlink	Altice Advantage Internet with speeds up to 30 Mbps	New customers with a child recipient of NSLP, seniors eligible for SSI, or veterans receiving public assistance
AT&T*	Access program internet with speeds up to 10 Mbps	At least one person in household must participate in SNAP
Spectrum[†]	Internet Assist with speeds up to 30 Mbps (wireless speeds may vary)	New Spectrum customers with at least one recipient of certain public assistance programs in the household
Comcast Xfinity[‡]	Internet Essentials package with speeds up to 25 Mbps	New Xfinity customers who are eligible for public assistance programs
Cox[§]	Internet up to 50 Mbps through Connect2Compete program	New Cox customers with at least one K–12 student in household who qualifies for public assistance programs
Federal Communication Commission**	Lifeline discount	Households that make less than 135% of federal poverty guideline or have at least one member participating in certain public assistance programs
Federal Communication Commission	Enhanced Lifeline benefits for Tribal lands	Low-income households on federally recognized Tribal lands
Mediacom^{††}	Internet up to 25 Mbps through Connect2Compete program	New Mediacom customers with at least one K–12 student in household who qualifies for National School Lunch Program

Free Phones and/or Phone Services

Click on the links below to find out more information for free phones and/or services or call/email using the information above.

Provider/Link	Contact Information
Access Wireless	<u>Access Wireless</u> 1-800-464-6010
American Assistance	<u>AmericanAssistance.com</u> 1-866-966-2628
Assurance Wireless	<u>www.AssuranceWireless.com</u> 1-888-898-4888 ourteam@assurancewireless.com
EnTouch Wireless	<u>entouchwireless.com</u> 1-866-488-8719 support@entouchwireless.com
Life Wireless	<u>Life Wireless</u> 1-888-543-3620 info@lifewireless.com
Q-Link Wireless	<u>QLinkWireless.com</u> 1-855-754-6543
Safelink Wireless	<u>www.SafelinkWireless.com</u> 1-800-Safelink (723-3546)
Terracom Wireless	<u>Terracom Wireless</u> 1-877-351-4747
Tempo Communications	<u>www.mytempo.com/Lifeline/Lifeline-Wireless.aspx</u> 1-877-822-8501
Truconnect	<u>TruConnect</u> 1-800-430-0443

For more information about these resources, click here: [Access Free Phones and/or Services](#)

Videoconference Platforms

Trying to find a videoconferencing platform for you and a participant? Explore the following options.

Platform	Description
Zoom	Free for up to 100 participants with 40-minute meeting times or yearly subscriptions with more options
MS Teams	Free and a subscription for access to scheduled meetings, meeting recordings, or phone calls and audio conferencing
GoToMeeting	Monthly fee with plans up to 150 and a business plan for up to 250 participants
Google Hangouts	Free and up to 10 participants
Google Hangouts Meet	Monthly fee and up to 100 participants
Google Duo	Free app for phone for up to 8 participants
Group Facetime	Free with Iphone, Ipad, or Mac computer and can have up to 32 participants
Join.me	Monthly fee with different plans for up to 250 participants

Help Participants Use Zoom

For additional resources to help participants use Zoom, see below.

Training Topic	Description
Getting Started with Zoom Meetings	45 minutes: learning the basics of a Zoom Meeting with a Zoom expert. Covers scheduling, inviting others, and host controls.
Zoom Meetings for Education (students and teachers)	45 minutes: Covers steps and best practices from two points-of-view: student (downloading the app then joining and participating in the class), and teacher (scheduling, joining, hosting, and in-meeting tools).
Zoom Administrator	60 minutes: review of the Zoom administrator portal. It covers user deployment, reports, and user roles.
Zoom for Government	60 minutes: gaining skills needed to be a Zoom for Government host.

To access these trainings and more, click here: [Zoom Live Training Webinars](#).

Support Participants who are Blind or Visually Impaired Use Zoom

To learn more about using Zoom, click on the following link: [Zoom for Individuals who are Blind or Visually Impaired](#) . This podcast walks through how to support individuals from the basics of using Zoom from attending your first meeting, running presentations, recording meetings, sharing your screen, and more.

Mobile Hotspots

Hotspot	Company
Jetpack MiFi	Verizon
MiFi 8000 Mobile Hotspot	Sprint
Nighthawk LTE Mobile Hotspot Router	AT&T

Chat Apps

App	Description
Google Chat	For G Suite users
Slack	For a chat-powered workplace
MS Teams	For large organizations broken down into teams
Discord	For always-on-voice
Mattermost	For self-hosted team chat

The Best Free Cloud Storage and File Syncing Apps

App	Description
Google Drive	For unlimited storage for photos, videos, and Google Docs, Sheets, and Slides.
Sync	For advanced security features and unlimited file sizes.
OneDrive	for Microsoft Office and Windows users.
Dropbox	For fast syncing over your local network.
Box	For teams who need more access control options.
iCloud Drive	For keeping your iOS and Mac apps up to date.

Screen Recording Software

Free Software	Description
Freecam	Simple free screen recorder with a built-in audio/video editor.
Free Screen Video Recorder	It can record Skype conversations with no limitations and is therefore useful for Skype interviews and online conference calls.
ShareX	An open-source ad-free tool that boasts almost as many custom features as some paid software screen recorders.
CamStudio	Good choice for one-time or occasional users with minimal editing needs.
Ezvid	Claims to be the world's easiest screen recorder.
TinyTake	By MangoApps, it is a sophisticated screen recorder that allows users to capture images and videos from a computer screen, add comments, and share them with others in minutes.

Note-Taking Apps

App	Description
Evernote	For taking all kinds of notes
Microsoft OneNote	For a free option
Apple Notes	For a Mac option
Google Keep	For Google power users
Notion	For teams.
Boostnote	For developers
Milanote	For designers and visual thinkers
Simplenote	For distraction-free note taking
Standard Notes	For secure, encrypted note taking

To-Do Apps

App	Description
Todoist	For balancing power and simplicity
TickTick	For embedded calendars and timers
Microsoft To Do	For Microsoft power users
Things	For elegant design
OminFocus	For specific organizational systems
Hbitica	For making doing things fun
Google Tasks	For Google power users
Todo.txt	For taking control of your list
Nozbe	For team collaboration
Remember The Milk	For keyboard shortcut lovers
Any.do	For people who forget to use to-do apps

Anti-Distraction Apps

App	Description
Freedom	Freedom is another app that allows you to Block distracting websites and apps. Stay focused on what matters most.
SelfControl	SelfControl is a free and open-source application for macOS that lets you block your own access to distracting websites, your mail servers, or anything else on the Internet. Just set a period of time to block for, add sites to your blacklist, and click "Start." Until that timer expires, you will be unable to access those sites—even if you restart your computer or delete the application.
StayFocused	StayFocusd is a productivity extension for Google Chrome that helps you stay focused on work by restricting the amount of time you can spend on time-wasting websites. Once your allotted time has been used up, the sites you have blocked will be inaccessible for the rest of the day.

Whiteboards

Board	Description
Miro	(Web, Mac, Windows, iOS, Android) for formal presentation of your whiteboard
Stormboard	(Web) for creating multiple whiteboards in a single brainstorming session
Conceptboard	(Web) for large, complex, whiteboards
Sketchboard	(Web) for saving and organizing multiple, unrelated whiteboards
Whiteboard Fox	(Web) for quick, informal whiteboard sessions
Explain Everything	(Web, iOS, Android, ChromeOS) for creating whiteboard videos
Mural	(Web) for remote, multi-member team meetings
AWW	(Web) for embedding a live whiteboard on a web page
InVision Freehand	(Web, Android, iOS) for annotating design files with a team
Limnu	(Web, Android, iOS) for a realistic whiteboard experience
IPEVO	(macOS, iOS, Windows, Android) for annotating live presentations
	(macOS, iOS, Windows, Android) for annotating live presentations